

Fig. 1

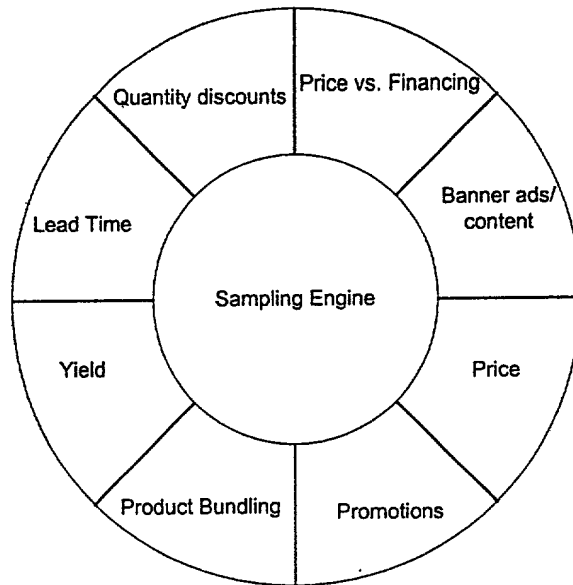
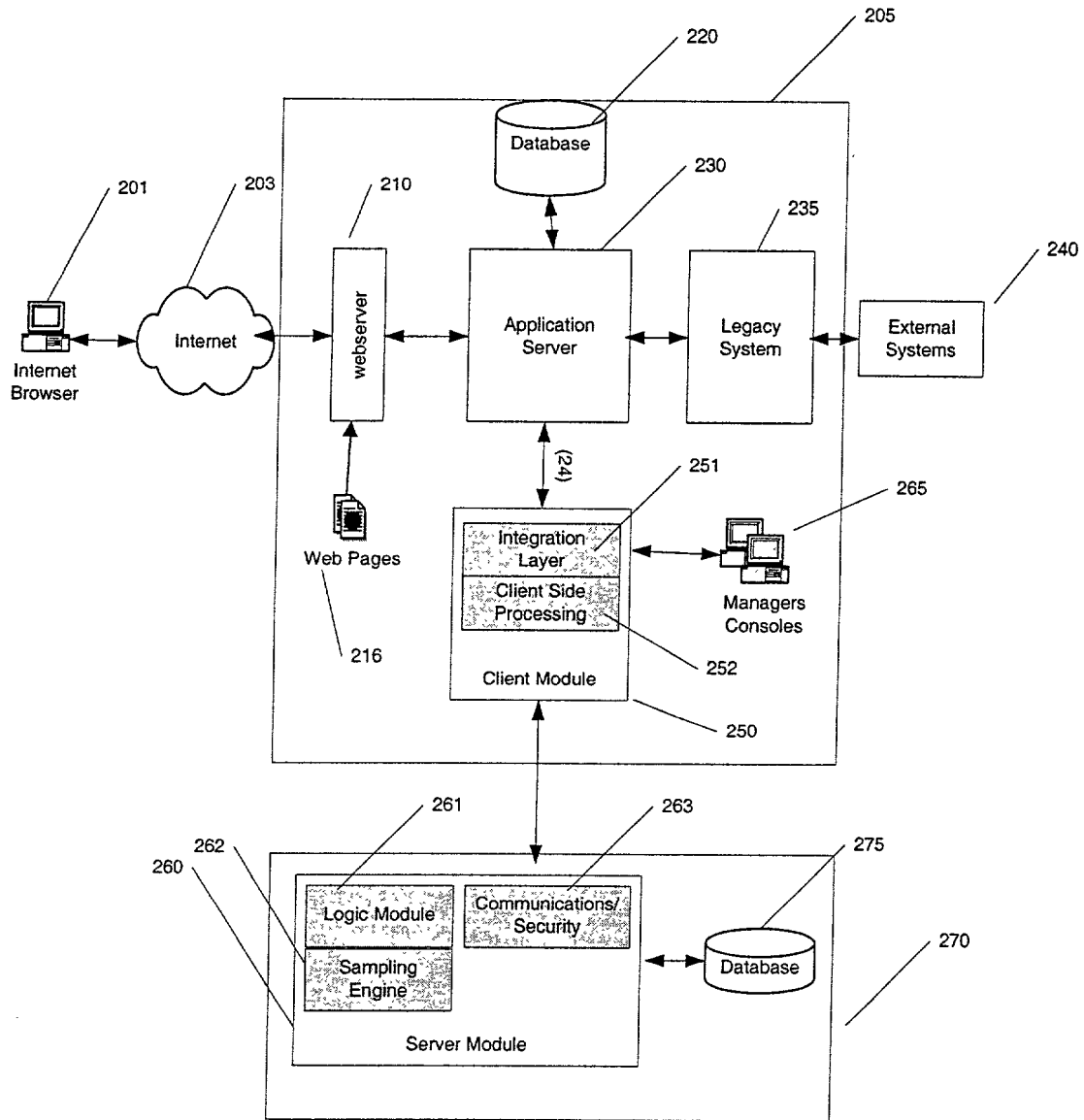


Fig. 2



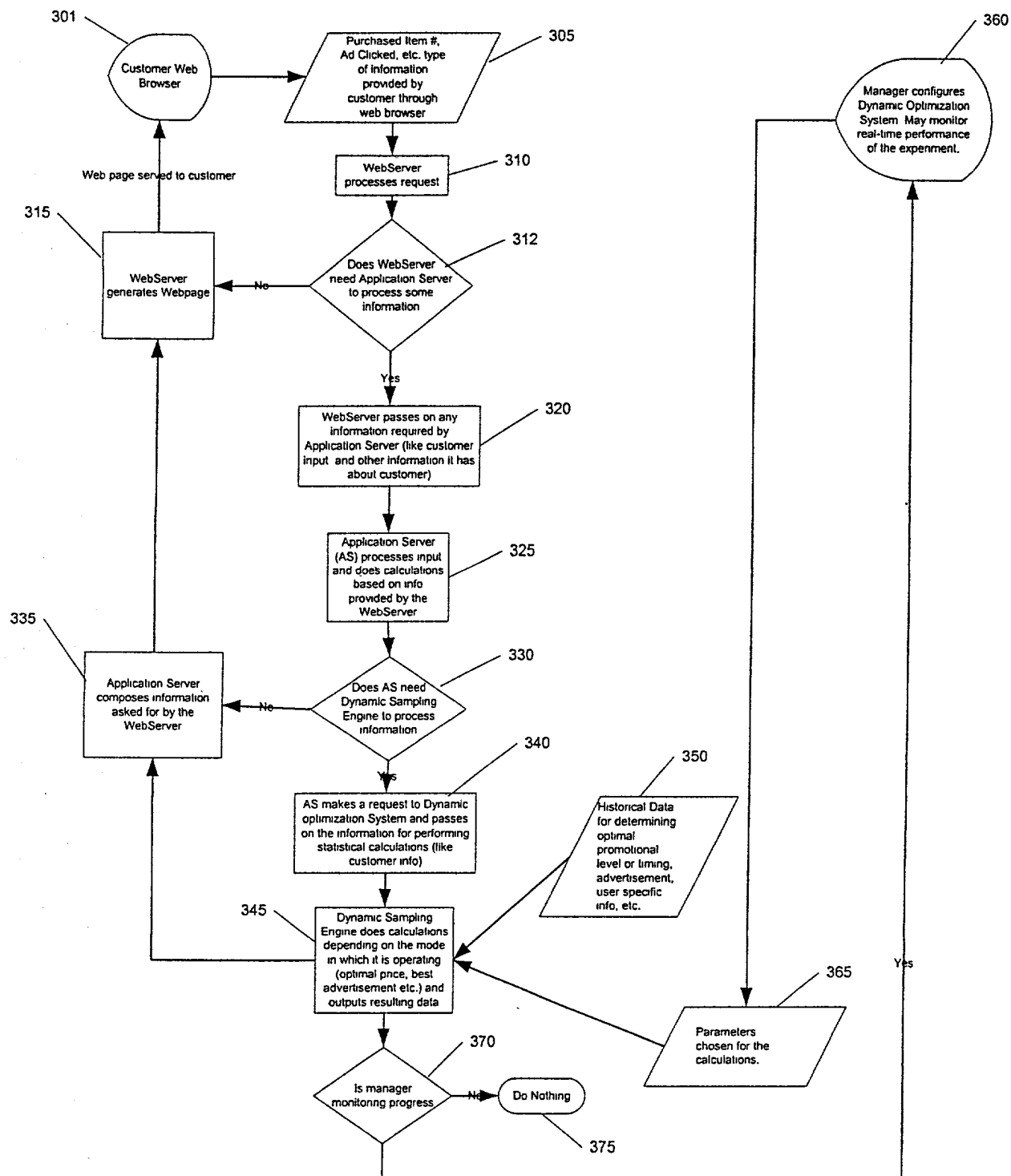


Fig. 3

Customer Retention Flowchart

400

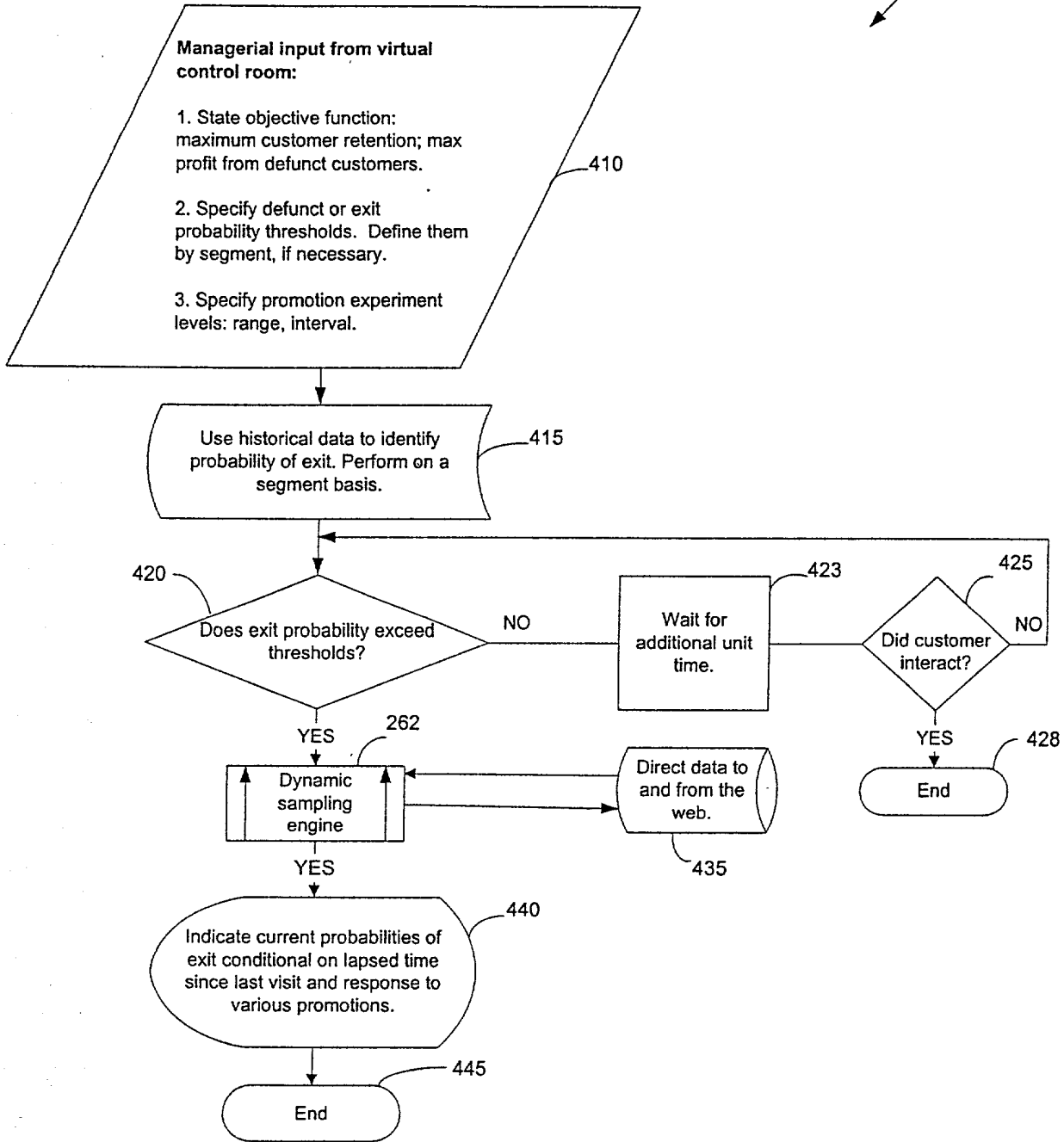


Fig. 4